

Retail, FMCG

TCS Localized Chat Bot Response Management



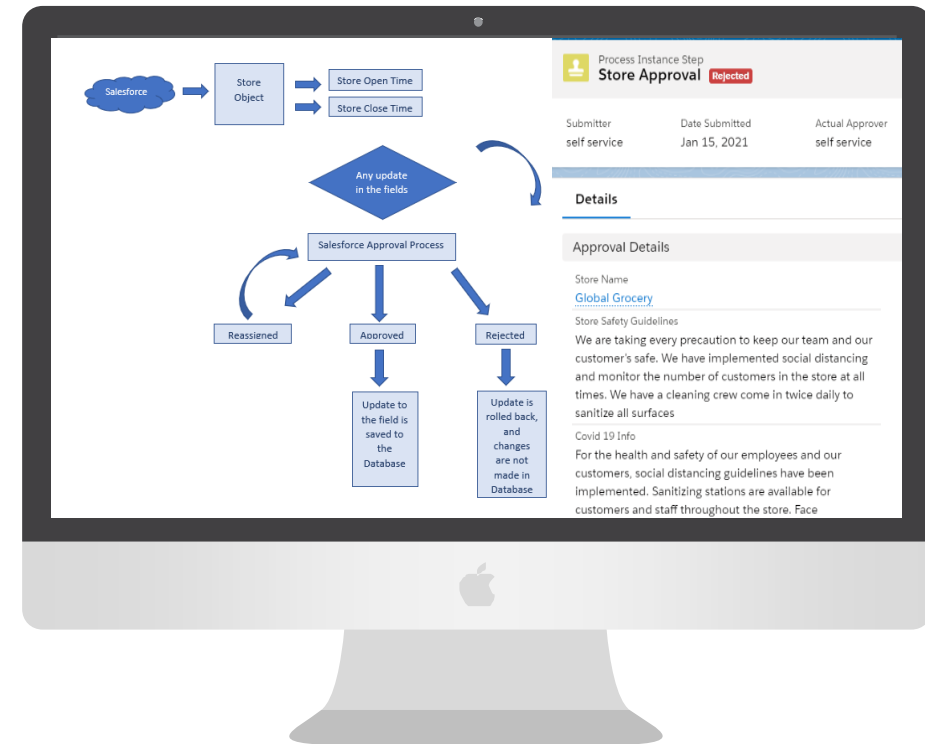
Overview

TCS Localized Chat Bot Response Management App allows local management to immediately adjust Chat Bot responses relevant to their location and situation. A built-in approval process assures that only appropriate responses are deployed. Faster correct responses via chat bot reduces the demand and cost of contact centre support.

Regions: Worldwide

Headquarters: Mumbai, Maharashtra, India

Website: www.tcs.com



Key Capabilities

- Store Object in Salesforce provides interface with custom data fields to capture updates to store hours or safety procedures based on rapidly changing crisis circumstances.
- Updates to information are automatically forwarded for approval. Once approved, the information is presented via customer facing interfaces such as a Chat Bot.
- IT support is not required, and this solution can be integrated with existing Chat Bot frameworks in order to provide the flexibility of local crisis information management without impacting corporate level responses.

Contact Information

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Value Proposition

The global pandemic has demonstrated that Chat Bots are critical to customer communication and rapid customer support. The Pandemic has also taught us that information changes very quickly. However, adjusting and changing Chat Bot responses can take days or even weeks to process. The TCS Localized Chat Bot Response Management App allows local management to immediately adjust Chat Bot responses relevant to their location and situation.